

# Healthcare Managed Services

## Optimize Your Revenue Cycle with Third-Party Accounts Receivable (A/R) Remediation

Healthcare organizations are experiencing critical staffing shortages in both revenue cycle and back-office/call center services while simultaneously challenged with increased demands for care. FTI Consulting can become an extension of your revenue cycle and call center teams by augmenting your operation with experienced and remote resources and/or by outsourcing portions of the third-party A/R that your team has been unable to address.

We offer custom-designed, effective solutions to remediate your aging A/R together with flexible, supplemental staffing resources that require no long-term commitments. We work real-time in your revenue cycle management (RCM) system using VPN/Citrix technology and can be up and running in as little as two to three weeks.

### Third-Party A/R Outsourcing

We reduce your overall agings and reserves while increasing cash flow and A/R resolution rates by leveraging our dedicated, skilled workforce members who work real-time in your revenue cycle management system. We deploy state-of-the-art revenue cycle workflow engines and advanced artificial intelligence to improve productivity, maintain quality and deliver outstanding results. While working your A/R, we also identify systemic revenue-cycle issues that are causing accounts not to pay, and we bring these forward to you along with solutions that prevent reoccurrence.

To support your organization, our experts will provide a complimentary, deep-dive A/R analysis together with best-practice recommendations and strategic next steps that increase cash flow and net revenue while also reducing agings and reserves.



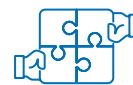
#### Veteran Team

A team of revenue cycle and on-shore call experts to support your operations.



#### Optimized Workflow

All work is performed in real time with your revenue cycle management and telephony systems.



#### Issue Resolution

Utilize our trained agents to identify revenue cycle systemic issues and answer inbound calls, or place outbound calls.

## Short- and Long-Term Flexible Staffing Solutions

Leverage our Healthcare Managed Service's experienced temporary FlexStaff model to seamlessly augment your existing staff members during periods of attrition, Family and Medical Leave, and PTO. FlexStaff members work real-time in your RCM, assuring that work queues don't go untouched. No long-term commitments are required, and our FlexStaff resources can be operational with just two weeks' notice.

## Revenue Cycle Support

Improve collections and third-party Accounts Receivable (A/R) resolution rates with our experienced revenue cycle resources and advanced technology.

### Traditional Third-Party A/R Remediation Activities

- One-time A/R placement
- Ongoing A/R placements
- Full back-office revenue cycle outsourcing
- Credit balance clean-ups
- Denials remediation and appeals (non-clinical)
- Denials remediation and appeals (clinical)
- Bill scrubber/failed claims remediation

### Other Support Activities

- Inbound and outbound customer service call center
- Scheduling, Registration / pre-registration assistance
- Insurance verification/Eligibility
- Master Patient Index (MPI) clean-up
- Data entry and other repetitive tasks
- Credit Balance "clean-up"
- Root cause/systemic revenue cycle issue identification

### A/R Analytics

- A/R analysis by payer, age and balance
- Untimely analysis by payer, age & bal.
- Zero Pay analysis by payer, age & bal.
- Payer performance analysis
- Credit balance analysis
- Benchmark to peer analysis
- 835 denials analysis
- Next generation workflow technology

### FlexStaffing

- Long and short term, experienced revenue cycle FlexStaff members who "fill-in" during your staff's vacancies
- No long-term commitments needed
- Two week notice to start/stop each resource
- Work real-time in your RCM

**Contact Steve Lutfy for an A/R analysis.**

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